



Send us your story

Do you have a story you would like to share with other end users? Any advice you want to pass along to agencies that are awaiting a cutover in their area? We want to know how AWIN is working for you! Please send your comments to awin@arkansas.gov.

AWIN Support

In partnership with the Arkansas State Police (ASP), the Department of Information Systems (DIS) operates the AWIN Call Center to support all AWIN subscribers (radio users) with technical assistance or AWIN-related requests. Technicians are on call in the event of any emergency. Call (501) 682-HELP (682-4357) or toll-free (800) 435-7989 or e-mail: awin.support@arkansas.gov

Significant accomplishments

AWIN program management has seen some significant accomplishments recently in the Three County Pilot Project. Lonoke and Craighead counties are now using the AWIN system for daily operations. Craighead County followed Lonoke County to cut-over to the system in November, following the installation of the infrastructure and first responder training.

The transition from existing county systems to AWIN was complete within 30 minutes, and users did not experience any interruption in service. Craighead County is reporting excellent coverage for communications and superior voice quality.

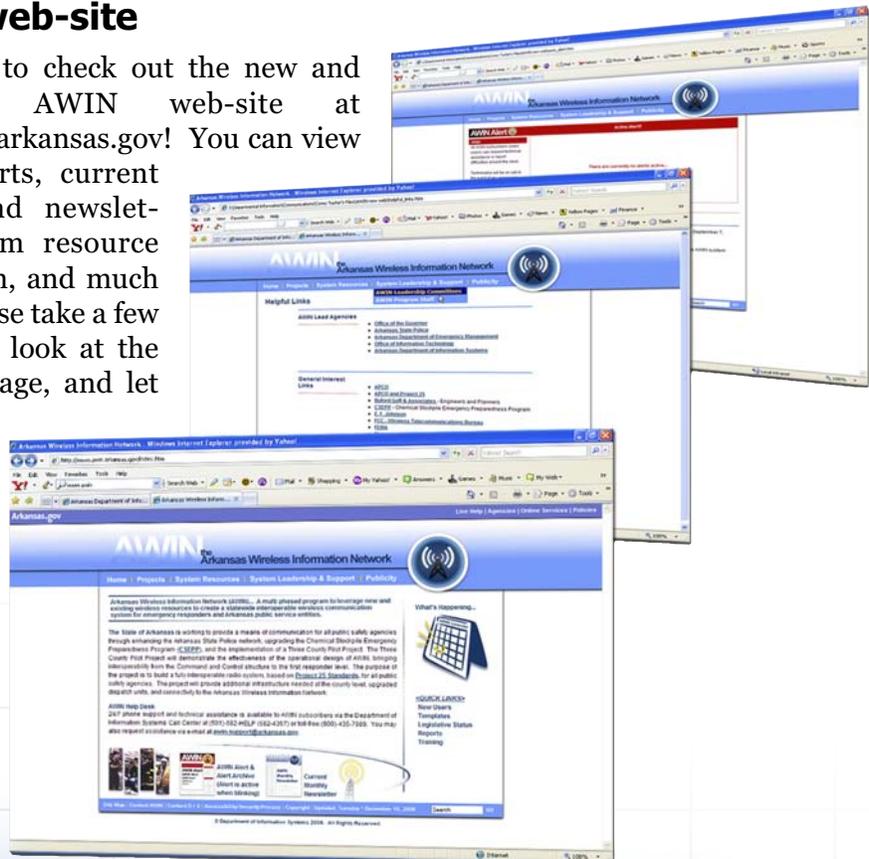
In the remaining Pilot Project county,

the Texarkana dispatch facility is undergoing upgrades to allow for the installation of the AWIN console. The upgrades will be complete in January 2007. Training for Miller County First Responders began the week of December 4, 2006. The Miller County Sheriff's Office and other county agencies are already using the system. With the completion of training, all Miller County agencies will cut-over to AWIN.

If there are any questions about the current status of the Three County Pilot Project, please contact Randy Wilcox at the Department of Information Systems (DIS) 501.682.2603 or randy.wilcox@arkansas.gov.

AWIN web-site

Be sure to check out the new and improved AWIN web-site at www.awin.arkansas.gov! You can view AWIN Alerts, current reports and newsletters, system resource information, and much more. Please take a few minutes to look at the new web-page, and let us know if there's something you would like to see added.



Software upgrade

Technicians began a software upgrade on December 6, 2006 in Areas E and F. It was anticipated that it would take several weeks to complete this work, but the technicians were able to develop a method to com-

plete all site upgrades in just a few days. The software refresh is in anticipation of a system-wide upgrade planned for the first quarter of 2007.

Purchasing radios



The AWIN Steering Committee would offer counties some direction in the process of purchasing AWIN compatible radios. The committee agrees that counties should purchase radios that are 700/800 MHz compatible and have displays. The displays show the user which talk group they are using. Also, if an emergency situation develops

and local responders need to call in assistance from another agency, the displays will make it easier to loan radios to those coming into the area to assist with the emergency response.

Because of the limited number of 800 MHz frequencies, future expansion will be into the 700 MHz frequency range. Users will need radios that are capable of functioning across both ranges.

---Coming Events & Reminders-----Coming Events & Reminders---

Happy Holidays!!



Arkansas Wireless Information Network



One Capitol Mall

P.O. Box 3155

Little Rock, Arkansas 72203